BurgessHill Town Council

Job Description

1. Post Title: Customer Services Assistant – full time 37 core hours per week,

2. Responsible to: Customer Services Section Head

3. Responsible for: Temporary staff (as appropriate).

4. Salary Grade: Scale 4 Spine Points 7-12 (pro rata)

5. Job Purpose: To undertake all functions involved in the provision of the full range of Help Point and Tourist Information services, including information services, telephone enquiries, reception duties and sales. To assist customers in a professional and welcoming manner.

6. Functional Relationships:

(i) **Internal**
Customer Services Section Head

(ii) **External**
Members of the public, representatives of partner organisations, hirers, local hoteliers and attractions.

7. Key Activities:

(1) To deal with a wide range of personal, telephone and electronic enquiries in a professional and welcoming manner.

(2) To keep up to date with and operate all Help Point computer systems.

(3) To operate the computerised till and undertake cash reconciliation and banking.

(4) To ensure that notice boards and information displays are current.

(5) To ensure that the Help Point is kept in a clean and tidy condition.

(6) To assist with the general administration and organisation of the Help Point.

(7) To actively promote the activities and services of the Help Point, including the promotion of the Help Point shop.

(8) To assist in the development and expansion of the Council's information service and agency arrangements.

(9) To undertake project and development work as required.

(10) To undertake a full in-house training course together with external training. Some additional hours may be required with notice.

(11) To recognise and be aware of the requirements of the Health and Safety at Work Act as well as Fire and Safety regulations and ensure that these are observed and regularly carried out.

(12) To undertake such other duties as may be reasonably required by the Council.